WHEREAS, the Board of Directors is responsible for the administration and operation of the Association consistent with the amended provisions of the Reston Documents; and

WHEREAS, Section III.2(e) of the First Amendment to the Deed of Amendment to the Deeds of Dedication of Reston (“Amended Reston Deed”) delineates that it is a purpose of the Association to do any and all lawful things and acts that it, in its discretion, may deem to be for the benefit of the Property and the Owners and inhabitants thereof; and

WHEREAS, Section III.2(f) of the Amended Reston Deed delineates that it is a purpose of the Association to exercise the powers now or hereafter conferred by law on incorporated property owners associations including those powers specified in the Virginia Nonstock Corporation Act and the Property Owners Association Act (“POAA”), as may be necessary or desirable to accomplish the purposes set forth above; and

WHEREAS, Section III.1 of the Amended Bylaws of Reston Association (“Amended Bylaws”) delineates the Annual Meeting of Members shall be held on the second Tuesday in April or such other date in April and at such place and time as the Board of Directors may determine; and

WHEREAS, Section III.1 of the Amended Bylaws states that the purposes of the Annual Members Meeting are to: (1) hear reports on the state of the Association; (2) receive and hear the results of the election of Directors and any other referenda; and (3) receive comments from Members; and

WHEREAS, Section III.3 of the Amended Bylaws delineates that written notice of the place, date, and time of each Annual Meeting of the Members shall be given as directed by the Secretary to each Member not less than ten or more than fifty days before the date of the meeting; and

WHEREAS, Section III.4 of the Amended Bylaws specifies that there shall be no quorum requirement for the conduct of business at an Annual Meeting or a Special Meeting of the Members; and

WHEREAS, Section III.4(a) of the Amended Reston Deed states that because of the size of the Association, no substantive votes will be conducted at Annual Meetings of Members.

NOW, THEREFORE, BE IT RESOLVED, that the following provisions shall govern the conduct of the Annual Meeting of Members (“Annual Meeting”):

A. Notice of Annual Members Meeting

1. The Annual Meeting notice shall be included with the mailing of election referendum ballots; published at least once a week for two consecutive weeks in a newspaper having general circulation in Reston; and posted on the Association’s website www.reston.org.
2. The first publication of notice of the Annual Meeting to be not more than fifty days before the meeting and the second publication to be not less than ten days before the date of the meeting.

B. AGENDA

The Annual Meeting Agenda shall include the following:

1. Welcome and opening remarks from President.
2. Submittal of minutes from prior year’s meeting.
3. Presentations from keynote speakers including but not limited to County, State, and Federal Officials.
4. Presidents Report on “State of the Association” which may include an overview of the Association’s accomplishments since the last Annual Meeting.
5. Receipt and announcement of the results of the election of Directors and any other referenda.
6. Receipt of comments from Members.
7. Adjournment.

C. Voting

Pursuant to Bylaw Section IV.1 (c), no votes other than procedural votes shall be taken at the Annual Meeting.

ATTEST: Resolution was adopted at a Regular Meeting of the Reston Association’s Board of Directors held on November 16, 2006.

Cate L. Fulkerson

Assistant Secretary
WHEREAS, the Board of Directors is responsible for the administration and operation of the Association consistent with the amended provisions of the Reston Documents; and

WHEREAS, Section III.2(e) of the First Amendment to the Deed of Amendment to the Deeds of Dedication of Reston (“Amended Reston Deed”) delineates that it is a purpose of the Association to do any and all lawful things and acts that it, in its discretion, may deem to be for the benefit of the Property and the Owners and inhabitants thereof; and

WHEREAS, Section III.2(f) of the Amended Reston Deed delineates that it is a purpose of the Association to exercise the powers now or hereafter conferred by law on incorporated property owners associations including those powers specified in the Virginia Nonstock Corporation Act and the Property Owners Association Act (“POAA”), as may be necessary or desirable to accomplish the purposes set forth above; and

WHEREAS, Section III.3 (b)(6) of the Amended Reston Deed gives Reston Association Members the right to examine Reston Association’s books and records with certain exceptions, in accordance with the procedures set forth in the POAA, as may be amended.

NOW, THEREFORE, BE IT RESOLVED, that the following procedures shall govern a Member’s access to the Association’s books and records:

A. Member Request for Books and Records.

1. Members may request to inspect the Association’s books and records by completing the “Books & Records Inspection Request Form (Attachment A) and submitting such form to the Chief Executive Officer (“CEO”). Such request shall include a brief description by the Member reasonably identifying the purpose for the request and the books and records requested.

2. The CEO shall review the completed “Internal Request For Inspection of Association Books & Records” within ten (10) business days and, if approved, shall allow the requesting Member access to the books and records for examination during regular business hours.

3. If the CEO determines there are no books and records responsive to the request made, or that the books and records are deemed privileged, or otherwise protected by law or the Reston Documents from disclosure, the CEO shall, within ten (10) business days, deny the Member’s request in a letter which explains the reason for denial.
i. The Member may appeal such decision to the Association’s Board of Directors by filing a written appeal with the Secretary.

ii. The Board of Directors shall consider the appeal at its next Regular Meeting, which occurs more than twenty-one days after receipt of the appeal.

B. Request for the Creation of Reports. It shall be the policy of the Association that staff will not compile data from files, nor extract or analyze information contained in files nor create new files, in response to a request.

1. Under exceptional circumstances, however, the CEO may permit such work to be done, provided, however that, the cost of staff time spent in such work shall be paid by the requesting Member at the staff person’s hourly pay rate, payable upon delivery of the requested material.

2. Staff shall have the authority to preview files as necessary for privileged matters and gather specific existing files on the topics requested by the Member, and in order to protect the files, be present at all times while a Member is inspecting the files.

C. Books & Records That May be Withheld. In accordance with Section 55-510.C. of the POAA, books and records kept by or on behalf of the Association may be withheld from inspection and copying to the extent that they concern:

1. Personnel matters relating to specific, identified persons or a person's medical records;

2. Contracts, leases, and other commercial transactions to purchase or provide goods or services, currently in or under negotiation;

3. Pending or probable litigation. Probable litigation means those instances where there has been a specific threat of litigation from a party or the legal counsel of a party;

4. Matters involving state or local administrative or other formal proceedings before a government tribunal for enforcement of the association books and records or rules and regulations promulgated pursuant to Section 55-513 of the POAA;

5. Communications with legal counsel which relates to subsections 1 through 4 above or which is protected by the attorney-client privilege or the attorney work product doctrine;

6. Disclosure of information in violation of law;

7. Meeting minutes or other confidential records of an executive session of the Board of Directors held in accordance with subsection C of Section 55-510.1 of the POAA;

8. Documentation, correspondence, or management, or reports of the Board of the Directors compiled for or on behalf of the Association or the Board of Directors by its agents or committees for consideration by the Board of Directors in executive session; or

9. Individual Member files, other than those of the requesting Member, including any individual Lot Owner’s or Member’s files kept by or on behalf of the Association.
D. **Copy Fee.** Prior to providing copies of any books and records to a Member, the Association may impose and collect a charge, reflecting the reasonable costs of materials and labor not to exceed the actual costs thereof.

**ATTEST:** Resolution was adopted at a Regular Meeting of the Reston Association’s Board of Directors held on November 16, 2006; and amended on October 25, 2007; and on November 20, 2014.

Assistant Secretary
# REQUEST FOR INSPECTION OR COPIES OF ASSOCIATION BOOKS AND RECORDS

<table>
<thead>
<tr>
<th>Owner Name:</th>
<th>Date of Request:</th>
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<tr>
<td>Community Address:</td>
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<tr>
<td>Mailing Address (If Different):</td>
<td></td>
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<tr>
<td>Contact Telephone/Email Address:</td>
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Pursuant to the provisions of Section 55-510 of the Virginia Property Owners Association Act ("POAA"), I hereby request that the Reston Association provide me access to the following books and records of the Association:

-   
-   
-   

Check here if Additional Sheets are attached: ☐

Check here if you want copies of requested records mailed without prior inspection: ☒

So that the Association can provide you with the most accurate and pertinent information, please outline the reason for your request:

-   

I certify that my request to inspect the books and records of the Association is for a proper purpose related to my membership in the Reston Association, and that this request is not for commercial or other improper purposes. I understand that: a) the Association has up to ten (10) business days to produce the requested books and/or records for inspection, and; b) the inspection of the books and/or records shall take place at the office of the Reston Association, and; c) I may request photocopies of any document inspected at a cost which will only reflect the reasonable costs of materials and labor.

<table>
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<th>Signature of Owner:</th>
<th>Date:</th>
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Member Rights Resolution 2

Member Access to Association Records

*November 20, 2014*
REQUEST FOR INSPECTION OF
ASSOCIATION BOOKS AND RECORDS
For Association Use Only

Reston Association Review and Approval of Inspection Request: (Check one)

☑ All requested books and records fall within the purview of books and records available to Members for inspection and copying and will be provided for inspection.

☒ None of the requested books and records fall within the purview of books and records available to Members for inspection and copying and will not be provided for inspection.

☒ Some of the requested books and records fall within the purview of documents available to Members for inspection and copying and will be provided for inspection. Those records requested for inspection which will be provided are as follows:

The Association has no books and/or records responsive to the request.

<table>
<thead>
<tr>
<th>Date Books and/or Records made available for inspection:</th>
<th>Date Books and/or Records actually inspected:</th>
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<tbody>
<tr>
<td>☑ Requested Books and/or Records were inspected, but no copies were requested</td>
<td>Date Mailed: ________________</td>
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<tr>
<td>☐ Requested Books and/or Records were inspected and _________ pages were copied and delivered to requestor or agent after payment of copy fee</td>
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<tr>
<td>☒ Copies were mailed without prior inspection pursuant to request</td>
<td>Date Mailed: __________________________</td>
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(List Books and/or Records copied on reverse side of this form)

Signature of employee monitoring inspection in accordance with Inspection Policy:

Member Rights Resolution 2
Member Access to Association Records
November 20, 2014
### LIST OF BOOKS AND/OR RECORDS COPIED

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<tr>
<th>Title</th>
<th>Author</th>
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Member Rights Resolution 2  
Member Access to Association Records  
*November 20, 2014*
WHEREAS, the Board of Directors is responsible for the administration and operation of the Association consistent with the amended provisions of the Reston Documents; and

WHEREAS, Section III.2(e) of the First Amendment to the Deed of Amendment to the Deeds of Dedication of Reston (“Amended Reston Deed”) delineates that it is a purpose of the Association to do any and all lawful things and acts that it, in its discretion, may deem to be for the benefit of the Property and the Owners and inhabitants thereof; and

WHEREAS, Section III.2(f) of the Amended Reston Deed of the Amended Reston Deed delineates that it is a purpose of the Association to exercise the powers now or hereafter conferred by law on incorporated property owners associations including those powers specified in the Virginia Nonstock Corporation Act and the Property Owners’ Association Act (“POAA”), as may be necessary or desirable to accomplish the purposes set forth above; and

WHEREAS, Section I.1(kk) of the Amended Reston Deed states that the “Reston Documents” shall mean and refer to the Amended Reston Deed and to the Articles of Incorporation and Bylaws of the Association, each as my be duly amended from time to time; and

WHEREAS, Section III.3 of the Amended Reston Deed delineates Members of the Association; and

WHEREAS, Section III.2 of the Amended Bylaws of Reston Association (“Amended Bylaws”) delineates that Special Meetings of Members may be called by a majority vote of the Board of Directors at a meeting where a quorum is present; and

WHEREAS, Section III.1 of the Amended Bylaws states that the purpose of the meeting shall be limited to such business described through the vote of the Board of Directors or in the petition of Members and in Notice to the Members.

NOW, THEREFORE, BE IT RESOLVED, that the following provisions shall govern the call for a Special Meeting or referenda of Members:

1. A Special Meeting or referenda of the Members may only be called by the Board of Directors.

2. The Board of Directors may consider calling a Special Meeting or referenda of the Members by the presentation of a petition to the Board of Directors which is signed by at least twenty (20) percent of the Members entitled to vote, as may be provided for in the Reston Documents, on the issue specified in the petition.
3. The petition shall be signed by Members of different households.

4. The Secretary or Assistant Secretary of the Association shall check the Association’s records to determine the validity of the signatures on the petition prior to submission to the Board of Directors.

**ATTEST:** Resolution was adopted at a Regular Meeting of the Reston Association’s Board of Directors held on May 22, 2008.

*Cate L. Fulkerson*

________________________________________________________________________
Assistant Secretary
WHEREAS, the Board of Directors is responsible for the administration and operation of the Reston Association ("Association") consistent with the amended provisions of the Reston Documents; and

WHEREAS, Section III.2(e) of the First Amendment to the Deed of Amendment to the Deeds of Dedication of Reston ("Amended Reston Deed") delineates that it is a purpose of the Association to do any and all lawful things and acts that it, in its discretion, may deem to be for the benefit of the Property and the Owners and inhabitants thereof; and

WHEREAS, Section III.2(f) of the Amended Reston Deed of the Amended Reston Deed delineates that it is a purpose of the Association to exercise the powers now or hereafter conferred by law on incorporated property owners associations including those powers specified in the Virginia Nonstock Corporation Act and the Property Owners' Association Act ("POAA"), as may be necessary or desirable to accomplish the purposes set forth above; and

WHEREAS, pursuant to Section 55-530(E) of the Virginia Code, the Virginia Common Interest Community Board ("CICB") has promulgated final regulations imposing a requirement that each common interest community (including condominiums, property owners’ associations and cooperatives) adopt a reasonable procedure for the resolution of certain written complaints from the members of such association and other citizens; and

WHEREAS, within 90 days of the effective date of the CICB regulations, all common interest communities must adopt a complaint procedure that is compliant with the CICB regulations;

NOW, THEREFORE, IT IS HEREBY RESOLVED THAT the Reston Association, acting through its Board of Directors, hereby adopts and establishes the following CICB-mandated Association complaint procedure for handling written complaints concerning actions or inactions allegedly inconsistent with state laws and regulations governing common interest communities:

A. Definitions. Unless otherwise defined in this Resolution, the words, terms or phrases used in this Resolution shall have the same meanings as defined in the CICB regulations and/or in the Association's recorded covenants.

B. Complaint Form. If a Member of the Association, a resident or other individual alleges that an action, inaction or decision of the Association, its Board of Directors ("Board") or Officers of the Association is inconsistent with state laws or regulations governing common interest communities, then that individual must submit a formal written complaint ("Complaint") to the Board using the attached Complaint Form (Exhibit A) in order to trigger the formal procedures described below. If the individual does not wish to trigger these formal procedures, then the individual should submit their questions, concerns or issues to the Association’s Chief Executive Officer or the Board without using the attached form.
C. **Complaint Form Instructions and Attachments.** A completed Complaint Form must include a description of the specific facts and circumstances relevant to the individual’s Complaint, and the specific action, result or resolution that is being requested. If the individual submitting the Complaint Form (the “Complainant”) knows the law or regulation that has been allegedly violated or is otherwise applicable to the Complaint, then the Complainant must provide a reference to that law or regulation on the Complaint Form. The Complainant must also attach to the Complaint Form a copy of any documents that Complainant believes support the validity of the Complaint (not including laws, regulations or the Association’s governing documents).

A copy of these complaint procedures (including the required Complaint Form) will be available upon request from the Association by contacting the Assistant Secretary of the Association at 703-435-6530 or sending an email to Member_Services@reston.org.

D. **Mailing or Delivering Complaint to Board of Directors.** The fully completed, signed and dated Complaint (including the Complaint Form and all attachments) shall be mailed or otherwise delivered to the Board at the following address:

- **By Mail:** Board of Directors, Reston Association
  12001 Sunrise Valley Drive
  Reston, VA 20191-3404

- **By Hand Delivery:** Board of Directors, Reston Association
  12001 Sunrise Valley Drive
  Reston, VA 20191-3404

- **By Email:** BoardofDirectors@reston.org

E. **Means of Providing Notices to Complainant.** All written acknowledgments or other notices required by these procedures to be provided by the Association to the Complainant shall be hand-delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided on the Complaint Form, or by facsimile transmission or email if the Complainant has previously provided the Association with the Complainant’s written consent to communicate with him/her by electronic transmission. The Association shall retain in the Association’s records proof of the mailing, delivery or electronic transmission of the acknowledgments and notices per Section H below.

F. **Acknowledging Receipt of Complaint.** Within seven (7) days of receipt of a Complainant’s Complaint Form, the Association shall provide the Complainant with written acknowledgement of the Association’s receipt of the Complaint.

1. **Incomplete Complaint.** If it appears to the Association that the submitted Complaint is missing the required minimum information, then the acknowledgment of receipt shall include notice to the Complainant of the identified problem(s) with the Complaint and advise the Complainant that he/she will need to submit a revised/corrected Complaint before it can be accepted and forwarded to the Board for consideration.
2. **Forwarding to the Board.** If it appears to the Association that the submitted Complaint includes the required minimum information, then on the same day that acknowledgment of receipt of the Complaint is provided to the Complainant, the Association shall provide the Board with a copy of the Complaint for consideration.

G. **Formal Action – Consideration of Complaint by Board.** All completed, signed and dated Complaints forwarded to the Board shall be considered by the Board at a meeting, and the Board shall decide what action, if any, to take in response to the Complaint.

1. **Meeting at which Complaint will be Considered.** Complaints will be considered by the Board at a regular or special Board meeting held within 90 days from the date on which the Complaint was forwarded to the Board for consideration.

2. **Notice to the Complainant.** At least fourteen (14) days prior to the Board meeting at which the Complaint will be considered, the Managing Agent shall provide the Complainant with notice of the date, time, and location of the Board meeting at which the matter will be considered by the Board. This Notice may be combined with the acknowledgment of receipt referenced in Section D above.

3. **Board’s Decision on Complaint.** The Board shall make a decision on the Complaint by an appropriate vote of the members of the Board at the meeting pursuant to the Association’s Governing Documents. The Board’s decision at the meeting shall fall into one of the following two categories:

   a. A decision that there is *insufficient information* on which to make a final determination on the Complaint or that *additional time is otherwise required* to make a final determination, in which case the Board shall postpone making a final determination on the Complaint until a later scheduled Board meeting (announced at the meeting or by giving at least 14 days notice to the Complainant) and, if needed, make a written request for additional information from the applicable party(s), specifying a deadline by which time the additional information must be received by the Association’s Assistant Secretary for forwarding to the Board; or

   b. A *final determination* on the Complaint, indicating whether the Complainant’s requested action or resolution is, or is not, being granted, approved or implemented by the Board. A final determination may include, for example, a decision that no action will be taken on the Complaint due to the Complainant failing to timely provide additional information that was requested by the Association. No appeal process is available; the Board’s rendered decision is final.

H. **Notice of Final Determination.** Within seven (7) days after the final determination is made (per subsection F.3.b. above), the Assistant Secretary of the Association shall provide the Complainant with written notice of the Board’s final determination. The notice of final determination shall be dated as of the date of issuance and include:

   1. Specific citations to applicable provisions of the Association’s governing documents, laws or
regulations that led to the final determination;

2. The Association’s registration number as assigned by the CICB, and if applicable, the name and CICB-issued license number for the Managing Agent; and

3. Notice of the Complainant’s right to file a “Notice of Final Adverse Decision” with the CICB via the CIC Ombudsman (providing the applicable contact information).

I. Records. The Assistant Secretary of the Association shall retain, as part of the Association’s records, a record of each Complaint (including the Complaint Form and attachments, related acknowledgments and notices, and any action taken by the Association or Board in response to such Complaint) for a period of at least one (1) year from the date of the Association’s final action on the Complaint.

J. Resale Disclosure Packet. A copy of this Resolution (including the Exhibit A Complaint Form) shall be included as an attachment to Association-issued disclosure packets.

ATTEST: Resolution was adopted at a Regular Meeting of the Reston Association’s Board of Directors held on September 27, 2012.

Cate L. Fulkerson
_____________________________________
Assistant Secretary
Pursuant to Section 55-530(E) of the Code of Virginia, 1950, as amended, the Board of Directors ("Board") of the Reston Association (the “Association”) has established this complaint form for use by persons who wish to register written complaints with the Association regarding the action, inaction or decision by the Association or its Board or managing agent inconsistent with applicable laws and regulations.

1. Legibly describe your complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint (not including copies of laws, regulations or the Association’s governing documents).

2. Sign, date & print your name and address below and submit this completed form to the Association at the above address.

Printed Name: ____________________________  Signature: ____________________________  Date: ____________________________

Mailing Address

__________________________________________________________

Reston Association Property Address

__________________________________________________________

Email Address: ____________________________  Phone Number: ____________________________

Contact Preference:  Phone □  Email □  Other □

If, after the Board’s consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a $25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400, Richmond, VA  23233
804/367-2941 or CICOmbudsman@dpor.virginia.gov